

# UTILITY BILLING CLERK

**Department:** Administrative  
**Fund:** Water/Sewer  
**Title:** Utility Billing Clerk  
**Classification:** Full Time Regular  
**Supervisor:** City Secretary  
**Pay Rate:** Hourly

## Position Summary:

This position is responsible for executing clerical and administrative tasks required to support the activities of the City Administrator and the Utility or Public Works Department. The Utility Billing Clerk reports directly to the City Secretary or the City Administrator.

## Duties and Responsibilities:

1. Responsible to compute monthly utility bills for ongoing and new customers within required billing periods. Maintain utility billing register and customer meter worksheets, as well as direct meter reader on as needed basis within the billing cycle. Obtain and process accounts, new services, rereads and other customer services.
2. Act as the City Cemetery Clerk, responsible to maintain accurate Cemetery Records, sale of lots and coordinates contract agreements.
3. Communicates proficiently with city personnel and staff by methods of telephone and/or radio communications and directs appropriate personnel or authorities accordingly along with work service directives.
4. Review, verifies, and checks the accuracy of routine financial documents, such as water meter readings, utility bills, and cash receipts.
5. Prepares individual computer transactions, reviews edit reports, makes corrections, and balances entries.
6. Generates summary mailing reports and prepares mailings.
7. Provides general information in person and on the phone answering questions regarding routine financial matters.
8. Searches databases, records, and files to retrieve information.
9. Prepares periodic notices or special reports
10. Creates and processes utility work orders.

11. Approves arrangements for collecting delinquent accounts following established guidelines.
12. Creates year-end documents, reports, and account reconciliations.
13. Operates cash register.
14. Processes bankruptcies.
15. Compiles data and assembles monthly reports.
16. Responsible for preparing, reviewing and processing accurate polycart inventory.
17. Collects utility and permit fees, FELPS payments as well as prepare and account for all daily receipts and cash reports for the City Secretary, Department Head, or Official.
18. Promotes customer service by receiving citizen inquires, complaints, answer routine calls and refer technical questions to the appropriate official or office.
19. Responsible to assist in the sorting and distribution of mail, other materials, as well as outgoing items.
20. Have a good working knowledge of the Administrative Secretary's duties in case of is/her absence.
21. Make revisions, entries and updated to utility related records.
22. Skill in interpreting, understanding, and following ordinances, rules and regulations, standards and guidelines.
23. Skill in performing mathematical computations, including addition, subtraction, multiplication, division and calculating percentages.
24. Responsible in preparing, reviewing, verifying, and entering routine financial transactions into a computer system.
25. Skill in researching and tracking financial transactions and information.
26. Other duties as necessary or assigned.

**Equipment/Programs:**

Must have general working knowledge in the regular use of IBM-PC or compatible computers or word processor, municipal or business office machines and regular office communication equipment, i.e. INCODE Utility Billing System, Excel, calculator and copy machine.

**Working Environment:**

Office related hazards that could result in injury or impairment. On call status may be needed in routine or emergency situations.

**Physical Demands:**

Emotional and mental stability, customer service and overall good public relations attitude. Skill in maintaining a high level of customer service under stressful conditions.

**Skills/Education:**

High School Diploma or equivalent, typing skills of at least 45-50 WPM, 10 Key Proficiency, filing, drafting correspondence and reports. Good written and oral communication skills with office etiquette. 2-3 years of public relations or customer service experience, at least 3-5 years of administrative and/or executive secretarial or office related experience, preferable in local government.